

In the Specification:

This application claims priority to the following U.S. Provisional Patent Applications:


U.S. Provisional Patent Application No. 60/475,456 entitled "Self-Service Customer Management Application", filed June 3, 2003 and U.S. Provisional Patent Application No. 60/485,876, entitled "Self-Management Customer License Management Application", filed July 9, 2003.

The Commissioner is authorized to charge any underpayment or credit any overpayment to Deposit Account No. 06-1325 for any matter in connection with this response, including any fee for extension of time, which may be required.

Respectfully submitted,

Date: 2/19/04

By: _____


Joseph P. O'Malley
Reg. No. 36,226

FLIESLER DUBB MEYER & LOVEJOY LLP
Four Embarcadero Center, Suite 400
San Francisco, California 94111-4156
Telephone (415)362-3800